



A National Library For All:

The National Library of Scotland and its Remote Access Project

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National Library of Scotland



“The book will become an even more marginalised form of knowledge distribution. The challenge to national libraries is to take over the role of digital distributor of texts.”

Thriving or Surviving: National Library of Scotland in 2030, Edinburgh 2010.



The national library dimension

- Repositories of the nation's recorded culture
- Still strongly wedded to print – reflection of publishing and legislation
- Perception of “for the few not the many”
- Serves a research based audience that is increasingly moving towards a non-print environment





The Scottish dimension

- Devolution has strengthened national identity
- Successive government's expect libraries to support its transforming agenda
- Emphasis on a wealthier, creative Scotland that support education, research and business
- How do libraries support this?





The National Library of Scotland exists to:

- Enrich lives and communities
- Encourage and promote lifelong learning, research and scholarship
- Provide universal access to information by comprehensively collecting and making available the recorded knowledge of Scotland
- Promote access to the ideas and cultures of the world.

Where is the information that will enable this to happen?



Here?





This is where users expect it to be





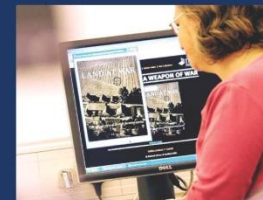
But this is where they really want it





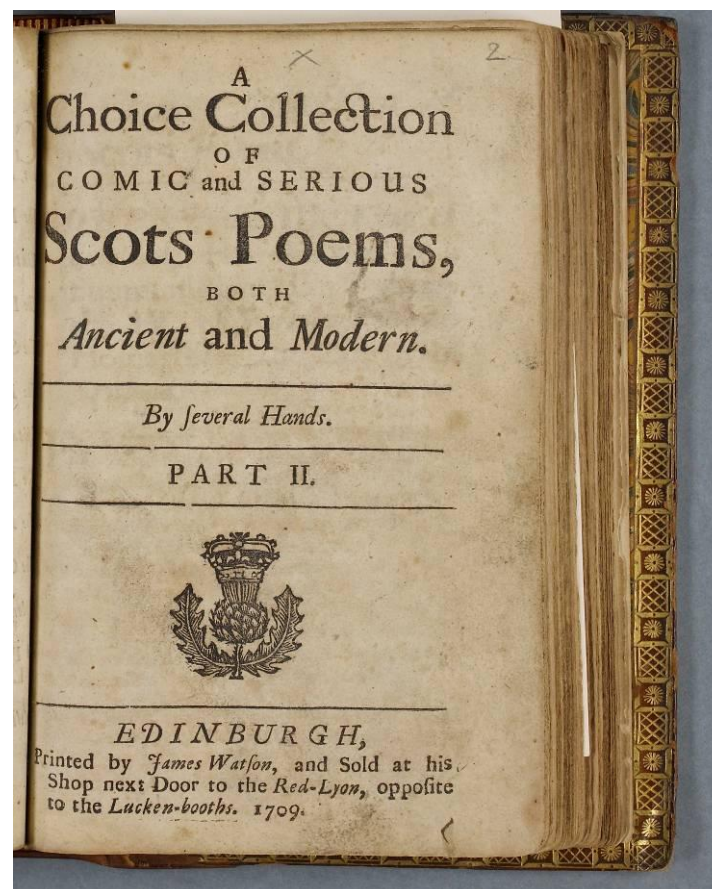
“The user once built workflows around the library systems and services, but now, increasingly, the library must build its services around user workflows.”

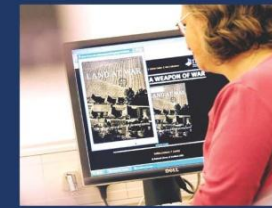
L.S, T Dickey and M.L. Radford (2011) “If It Is Too Inconvenient, I’m Not Going After It: Convenience as a Critical Factor in Information-seeking Behaviors” Library and Information Science Research



Putting content in the hands/on the screens of our users

- Digitization – the obvious route to making content available
- NLS has made good strides in digitization- early Scottish maps, Gaelic manuscripts etc
- However, mass digitization is expensive, time-consuming and often requires a partnership approach
- Does the Library offer other routes to digital content?





Licensed Digital Content



ELSEVIER



FROST & SULLIVAN



OXFORD
UNIVERSITY PRESS



Adam Matthew Publications
Imaginative publishers of research collections





Remote Access project

- In essence, 2 projects combined into one
- Customer registration project
 - move to single online registration for all users
- Remote electronic resources project
 - access to licensed digital content outside the Library



Challenges

- Current registration process was mainly print-based but included some online transactions
- Process involved a variety of proprietary products which did not operate together
- Had to enable real-time registration for circulation purposes
- Authentication issues
- Vendors' perspective
- £15k was the budget!



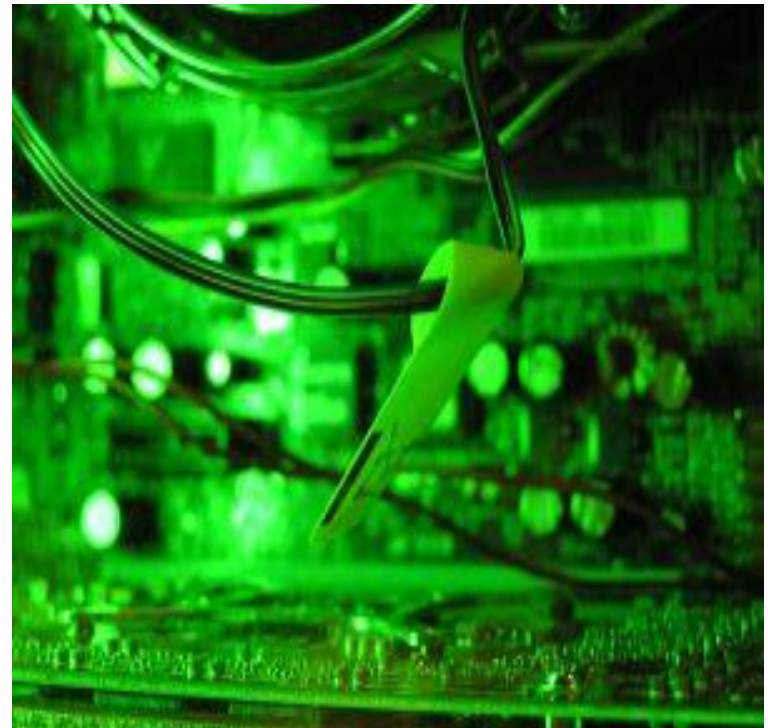
Project Plan

Objective	Timeline
Project Team established	May 2009
Map/refine process workflows	June-August 2009
Conduct initial prototyping and evaluate feedback	August- October 2009
Online testing of revised prototype	October- November 2009
Further revision of prototype	November - December 2009
Documentation/staff training	January- February 2010
Soft launch	March 2010
Project sign off	June 2010



Joining it all up

- Bulk of developmental work done in house by NLS staff
- Uses Cold Fusion as the application platform
- Data stored on a MS SQL server
- Data passed to Voyager server to enable circulation/call slip function
- Also passed to ESP Systex Freeze Frame system for generating library cards





National Library of Scotland

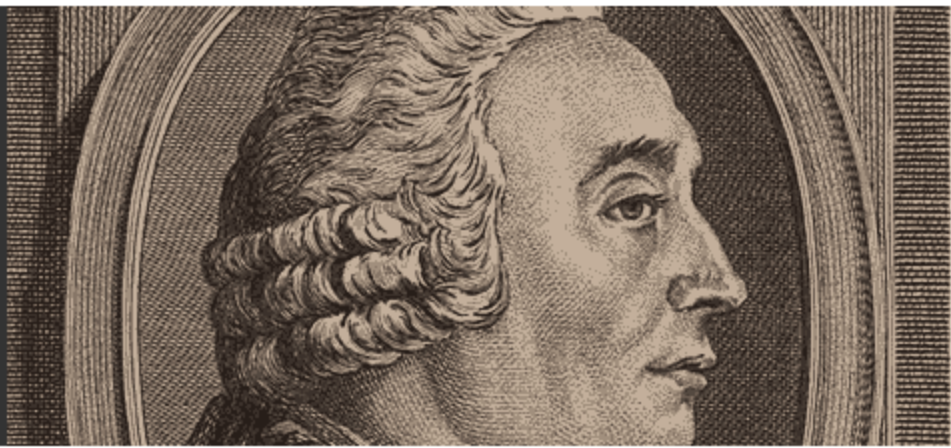
Search
our catalogues, sites and resources:

Search all NLS websites only
[More search options](#)

- Home
- Using the Library
- Guides
- News
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- About us
- Support NLS
- Contact
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David Hume

Scotsman David Hume, born in 1711, was the most important philosopher to write in English. Our [David Hume display](#) features letters, papers and books from important collections at NLS.



Register

Register for a [library card](#) and for online access to our [licensed digital collections](#).

Register / log in

In focus

Learning with NLS

News

- [More films of Scotland to view online](#)
- [Innovative self-service](#)

Popular areas

- [Family history](#)
- [Maps of Scotland online](#)

Price changes

[Copying services](#) price changes apply from 1 June. More self-service copying options will be available.

Video guides

Registration

[Log in](#)

Online registration for new customers

- Step 1 - Enter data**
- Step 2 - Confirm data and agree to NLS policies
- Step 3 - Equal opportunities monitoring form

The information which you supply on this registration form will be held electronically in accordance with the [Data Protection Act \(1998\)](#). It will be used in order to ensure the security of the collections and help us to improve our delivery of services to users. The information will not be disclosed outside the Library without your prior consent except as permitted under the terms of the Act and, in particular, for the investigation or prevention of crime.

Name and email

Title:

First (given) name:

Required field.

Last (family) name:

Required field.

Email:

Required field.

You will use your email address to log in to password protected digital resources, such as NLS

Registration

[Log in](#)

Online registration for new customers

Step 1 - Enter data

Step 2 - Confirm data and agree to NLS policies

Step 3 - Equal opportunities monitoring form

Thank you for registering with the National Library of Scotland.

You will shortly receive an email with your login details and your library card number:

6337288739750001

You can use this number via the main catalogue to [request books](#) in advance of your visit to the Library.

You will also receive a letter with an activation key which we have posted to the address you provided. You must log in and enter your activation key within 21 days to fully activate your registration.

Your online registration is now complete. The equal opportunities monitoring form is optional. You do not have to provide the following information, but it will greatly help us develop our information services in the future.

If you have any questions about registration, please email us at enquiries@nls.uk.

Ethnic origin

White

 Scottish Other British

★ enquiries@nls.uk to me

[show details](#) 5:37 PM (4 minutes ago)

[Reply](#)

Images are not displayed.

[Display images below](#) - [Always display images from enquiries@nls.uk](#)

 Logo Banner

Dear MR JOHN COLL

Welcome to the National Library of Scotland. Thank you for completing the online registration process, which provides you with a temporary login.

Your registration allows you to log in via the Library website and access a number of our licensed digital collections from from any computer outwith NLS.

The temporary login is **valid for the next 21 days**. We will post a letter to you with information on how to fully activate your registration using an **activation key**. If you do not use your activation key before its expiry date, your access to the licensed digital collections will be suspended.

Log in at:

<https://auth.nls.uk/registration/>

using the following details:

Email: johnpcoll@gmail.com

Password: lln37ply

For security, you should change your password immediately by logging in and going to 'Change password'. Your password must be between 6 and 30 characters long and should contain at least 1 number and at least 1 letter. We recommend that, if possible, you do not write it down. For further advice on managing your password, see the JANET guidance 'Using passwords' PDF at:

<http://www.ja.net/documents/publications/factsheets/026-using-passwords.pdf>

You can also use the 'My details' facility to update your registration record and manage your subscriptions to some NLS printed and email publications.

You can log in to access some of our licensed digital collections at:

NLS Log in

Email:

Password:

[Forgotten your password?](#)If you do not have a password, please [register](#).

About this site

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[Online maps](#)
[John Murray Archive](#)

Practical information

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[Opening hours](#)
[Careers at NLS](#)

Register

If your main address is in Scotland, you can [register for online access](#) to our licensed digital collection.

Registration

You are logged in as
John Coll
j.coll@nls.uk

[Log out](#)

Registration

You have access to the following websites with password-protected and personalisation services:

- [Licensed digital collections](#)
- [Scottish Screen Archive](#)
- [Scottish Business Information Service \(SCOTBIS\)](#)
- [Digital orders](#)

You can also subscribe to a selection of NLS printed and email publications by updating your record.

Registration information summary

Name: Mr John Coll
Email: j.coll@nls.uk
Library card number: 6337280000038903
Registration date: 20 September 2006
Registration expiry date: 20 September 2016
Registration type: Staff

About this site

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Practical information

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Register

If your main address is in Scotland, you can [register for online access to our licensed digital collection](#).

Licensed digital collections

[About licensed digital collections](#)[Browse by title](#)[Browse by subject](#)[Browse by access type](#)

You are logged in as
John Coll
j.coll@nls.uk

[My collections](#)[Log out](#)

Licensed digital collections

Here you can access our extensive range of licensed digital collections.

- Browse collections by title, subject or access type
- Search for a collection by keyword
- Add collections to 'My collections' for easy future access.

Please **log out** at the end of your session.

Remember that some collections are only available in our [George IV Bridge Building](#).

Featured resources

[ALPSP Learned Journal Science Collection](#)

Latest scientific developments from over 200 full-text journals

[British Literary Manuscripts Online c.1660-1900](#)

Get inside the head of some of our most famous writers from across the centuries

[JSTOR](#)

Search across over 1,600 international journals from their very first issue!

Find a resource

CRS Admin

- ▶ [Issue customer library card](#)
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- ▶ [Re-issue customer library card](#)
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- ▶ [Produce activation letters](#)
- ▶ [Delete old unconfirmed records](#)
- ▶ [Delete printed Freeze-frame records](#)
- ▶ [Reports](#)
- ▶ [CRS manual](#)
- You are logged in as **John Coll**
[j.coll@nls.uk](#)
- ▶ [Log out](#)

Reports - Registrations and renewals - 2010-11

[Print](#) | [CSV](#)

Please note: this report is querying current data in the live database. This means that data for past months may differ when compared to reports previously generated. For this reason past data should be treated as approximate. However, archive copies of reports in CSV format are generated automatically on the 1st day of each month (they are also saved each time a report is generated by the user). These CSV files provide historical data.

	Apr 10	May 10	Jun 10	Jul 10	Aug 10	Sep 10	Oct 10	Nov 10	Dec 10	Jan 11	Feb 11	Mar 11
Library cards												
Short - new cards	165	98	127	141	121	120	142	138	74	106	189	163
Short - renewals	42	17	12	14	16	10	10	14	11	30	50	67
Short - All	207	115	139	155	137	130	152	152	85	136	239	230
General - new cards	317	284	309	304	300	580	525	439	232	322	322	349
General - renewals	102	72	97	118	111	94	91	83	65	130	117	113
General - all	419	356	406	422	411	674	616	522	297	452	439	462
All - new cards	482	382	436	445	421	700	667	577	306	428	511	512
All - renewals	144	89	109	132	127	104	101	97	76	160	167	180
All - all	626	471	545	577	548	804	768	674	382	588	678	692
Online only customers												
New registrations	147	118	126	208	172	286	455	434	300	392	461	520



Impact

- 47% increase in registered users (6,438 2009/10, 9,495 2010/11)
- 11% increase in use of reading rooms
- 27% are registering only for online access
- 31% increase in use of licensed digital content over 2009/10



The Future

- The Remote Access Project was principally about enabling access not about increasing the use of licensed digital content
- Resource discovery is the key to increasing usage
- Summon implementation September 2011
- eZproxy to complete authentication access



Conclusion

- Remote Access Project - on-time and under budget
- Delivered efficiencies in terms of workflows and generating additional management information data
- Improved customer experience
- Changed perceptions of NLS
- Ultimately about making our digital content available in a way our customers expect to see and use it



Questions?

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